



JOB STRESS AMONG RAILWAY EMPLOYEES WITH SPECIAL REFERENCE TO KOLLAM RAILWAY STATION

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ABSTRACT

Indian railway is the biggest public sector industry in India. The success of the industry mainly depends on the work forces. But they face a lot of problems. The employees in the Indian railway are experiencing a tremendous amount of pressure at the work place. Increased workloads, overtime, hostile work environment and shift work are just a few causes of stressful working conditions (Neethu Mohan & Athira Sivaraman, 2017). In this context it is essential to study the occupational stress of railway employees. This is very important to control and take measures to reduce the stress because work stress may lead to family problems, health issues (mental health and physical health), social problems etc. The stress is consuming issue in present day society (Jecintha Sathiyavathi & Dr. M. Muthupandi (2021). Employee health is substantially affected by work, and work is affected by employees' health as well (Aslihan & ayfer, 2021). The physical working environment also gives rise to work load including noise, uncomfortable conditions of train platforms etc. Railway employees struggles to balance the job and family responsibilities. Hence the study has focused on the work stress of railway employees, factors affecting stress, effect of stress among employees and how the stress is related to age level.

KEYWORDS: Work Performance, Work Related Stress, Work-Life Balance, Work Environment, Health Problems

INTRODUCTION

Employee health is substantially affected by work, and work is affected by employees' health as well. This relationship should be explored to protect employee health and improve the quality of work (Bilir & Yıldız, 2014). Majority of the people spend their major life working in a situation in which they face many issues and challenges and difficult to cope up with those issues. Some of the challenges they are facing are temperature, lighting, pressure, ventilation, radiation, and noise etc. Which have negative effects on health. Working environment consists of physical, mental, & social environment. So it is the responsibility of the employers to ensure that the employees working under us are physically, mentally and socially well. Otherwise, it will negatively affect their industry/institution/company. Work-related stress are generally come from work itself, peer groups, superiors, work schedule, working environment, policies, culture, discrimination, etc. Stress arises sometimes due to certain self-impositions such as having high standard expectations on others which sometimes fails due to lack of resources, time limits, one's inability to cope up with situations and so on, (Shield, 2001). So, it is said that stress may changes one's personal life, that may tend to mental and physical illness. stress is considered to be a negative factor. But it has a positive side too. Stress which leads to something positive in a person is termed as eustress. (M Karunanith, & D Anand, 2019) Hence it can be concluded that stress may change one person's life positively also ie, he/she will become overachievers and thereby could get promotion and high position in the organizations.

Employees experience stress in different ways depends

on their personal characteristics, support from family, friends, technology, work environment, and interpersonal communication. So, it is important to identify the types of stress that may occur in the organizations, what are the factors that may influence the different stresses, and how to reduce or prevent the occurrence of the stress. It is also important that the employees themselves should try to reduce their stress level instead of reducing stress at organizational level. Many studies and psychologists opined that Work-related stress can be reduced in some extent by changing their personal characteristics, attending counselling, or social activities. In addition, work-related stress can also be reduced by making some favourable changes in the work environment. In free times employees can be engaged in recreational activities, roles in the workplace are defined, good relationship should be maintained among the peers and superiors. Railway workers may be faced high levels of stress because shift work, overtime, long travel work, irregular work hours that may cause sleep disorders and musculoskeletal problems. Managing workplace stress is an important area of work-related health and safety, increasing productivity, morale etc. Because healthy employees are healthy assets of an organisation. So, it is very essential on the part of the Indian Railways to take prompt measures to reduce and prevent the stress level among the employees.

A Richard Carlson (2022) "Stress is nothing more than a socially acceptable form of mental ill" Stress has been defined in different ways over the years. In this study he defined stress in different ways such as stress is an interaction between the situation and the individual. It is the psychological and the physical state that results when the resources of the individual

are not efficient to cope with the demands and pressures of the situation. He also said that people experience stress in different ways and for different reasons. If a person feels the situation negatively, he will likely become distressed or out of control.

Sopia (2023) Work stress is psychological reaction and physiological events when ability work of individuals and requirements work are not the same. This study discussed about occupational stress. The author used PRISMA framework with bibliometric analysis. The result of the study is different variables related to stress are related with mental health, work satisfaction and performance.

Objectives

- To identify the factors causing stress among railway employees.
- To analyze the relationship between age of the respondents and stress level.
- To find the outcomes of stress.

Significance of Study

Railway provide variety of services to the customers such as tourism, carriage of goods and service over long distance, selling passengers tickets etc. This increases pressure on the employees to work hard and get more output in order to achieve their performance and at a same time it also increases work related stress which has negatively impact on the workers by mentally and physically. These will reduce the job satisfaction, increase absenteeism, increase job turnover, low morale and decrease in productivity. These all reduce the outcomes of employees. Moreover, many evidences and reports show that stress level of railway employees are increasing day by day due to many reasons. Therefore, it is needed to find out the impact of job stress among railway employees. In these circumstances this study is significant to know what are the factors affecting Railway employees, what will be the outcomes of that stress and the results will help the authority to take appropriate measures to reduce and prevent the stress level.

Scope of the study

The scope of the study is limited to the employees' stress in Kollam Station which is under the Thiruvananthapuram Division. the study is concentrated on two areas such as what are the factors which affect the stress, the relationship between age and the stress level and the outcomes of stress.

Research Methodology

The main objective of this study is to investigate and identify the relationship between age and the stress level, what are the main factors which affect the stress and the outcome of the stress also studied. In order to know the objectives a structured questionnaire was distributed among the respondents and data was collected by using convenience sampling method from 50 railway employees in Kollam and to study the relationship between age and stress, chi-square test was applied.

H0: There is no significant relationship between age of the respondents and stress

H1: There is a significant relationship between age of the

respondent and stress.

Data Analysis and interpretation

This chapter deals with the presentation of the responses of the selected respondents. A sample of 50 employees from railway Kollam Station was interviewed using a structured questionnaire.

Sl. No.	Demographic characteristics	No. of respondents	Percentage
1.	Gender		
	Male	35	70
	Female	15	30
2.	Age		
	20 – 29	9	18
	30 – 39	16	32
	40 - 49	21	42
	50 - 59	4	8
3.	Education qualification		
	HSC	5	10
	Graduation	30	60
	Post graduation	15	30

Source primary data

Table 1: Analysis of demographic profile

Response	No. of respondents	Percentage %
Yes	36	72
No	14	28
Total	50	100

Source : Primary data

Table 2: Opinion about feeling stress at work

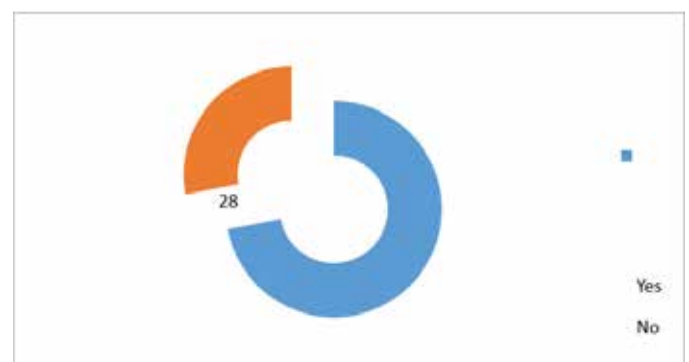


Figure 1: Opinion about feeling stress at work

Response	No. of respondents	Percentage %
Work overload	12	24
Family problem	11	22
Work environment	15	30
Relation with Superior	9	18
Others	3	6
Total	50	100

Source: Primary data

Table 3: Factors affecting Stress

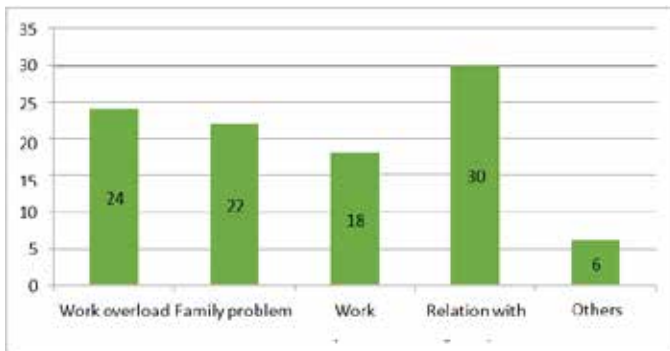


Figure 2

Response	No. of respondents	Percentage %
Depression	5	10
Anxiety	18	36
Insomnia	4	8
Inability to relax	11	22
Decreased concentration	10	20
Others	2	4
Total	50	100

Source: Primary data

Table 4: Outcome of stress

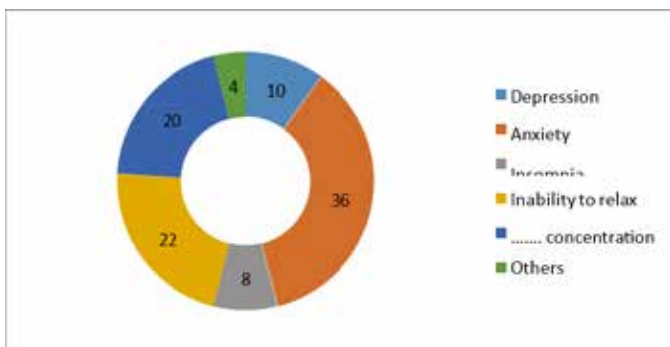


Figure 3: Outcome of stress

age	Work overload	Family problem	Work Environment	Relation with superiors	others	Total	Chi Square value
20-29	4(45%)	0(0%)	3(33%)	2(22%)	0(0%)	9	24.5621
30-39	5(31%)	2(13%)	6(38%)	3(19%)	0(0%)	16	
40-49	3(14%)	1(5%)	11(52%)	5(24%)	1(5%)	21	
50-59	2(50%)	0(0%)	2(50%)	0(0%)	0(0%)	4	
Total	12	11	15	09	03	50	

Source: Primary data

Table 5: Relationship between age and the factors affecting stress

Note: Significant at 5% level.

Table value @ 5% level of significance: 21.026

RESULTS AND DISCUSSION

Table 1 summarized the personal details of the employees who are participated in the survey. According to the table 1 majority of the employees belongs to age group of 40-49 and

majority are male employees. On the educational level majority are belong to graduation level. To identify the factor causing stress among railway employees, the primary data gathered through questionnaire was analyzed. Here there are 5 factors were taken for measuring the stress among the employees in Indian railways. From the results of Table 3 it was observed that the major factor which influence the stress level is work environment. So, it is clear that Quality work life of employees should be improved. Otherwise, that may directly affect the performance of the employees. Table 4 clearly shows that majority of Railway employees opined that the outcome of stress is anxiety. The study also analyzed the relationship between age and the factors which affect the stress level among the employees, the table 5 shows that the chi square value is greater than the table value so H₀ hypothesis is rejected and accepted the alternative hypothesis ie, there is direct relationship between age and the stress.

CONCLUSION

Job related stress may influence the employees negatively and positively. But most of the cases it will affect negatively by disrupt his/her psychological and behavioral conditions. From the study there are many factors which cause stress at work place in turn it will affect the job satisfaction and job performance of the employees. So the Indian Railways should take remedial measures for reducing the stress level among the employees by giving good working environment, sufficient recreations, training /workshops ,seminars, and counselling , yoga, health education programs etc. It is necessary that establishment of Stress Management Cell will reduce stress level among the employees to some extent.

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